

Evidence

Service Definition

Supplier Name: Made Tech

Last updated: December 2025

Overview

Evidence makes it easy for social housing providers to request, collect and manage documents, photos and videos from tenants.

It replaces unreliable email attachments and manual chasing with a simple, structured process that reduces admin and improves the quality of information teams receive.

Tenants receive a link via SMS or email to upload the evidence requested, without needing to log in. Uploaded media is stored securely, assigned to the relevant case, repair or tenancy, and made available to staff through a clear, easy to use interface.

Evidence can be used as a standalone service or as part of the wider Made Tech Housing platform, with rapid onboarding and open APIs for integration with existing systems.

Core features

- Configurable evidence request types for documents, photos or videos
- Personalised SMS or email invitations to tenants
- Simple, login free upload process that works on any device
- Automated reminders when evidence has not been submitted
- Optional ID verification and document checking
- Secure storage of uploaded files with configurable retention policies

- Staff dashboard for staff to create requests and review submitted documents.
- Integration options to attach evidence to related records in external systems
- Audit trail of requests, submissions, timestamps and communications
- Role based access control to ensure sensitive information is visible only to authorised users

Service benefits

- **Reduce chasing and manual admin** with automated reminders and clear evidence requests.
- **Get the right information first time** by guiding tenants on exactly what to provide.
- **Cut avoidable visits** by resolving issues remotely when good evidence is received.
- **Improve fraud prevention** with optional ID checks and structured document requests.
- **Keep all evidence in one secure place** instead of scattered across inboxes and messaging apps.

- **Protect sensitive information** with controlled access, retention rules and audit trails.
- **Enhance decision making** with clear, high quality evidence available before staff attend a property.
- **Give tenants a simple, frustration free experience** that works on any phone without needing a login.

How it fits into your operation

Creating an evidence request

Staff create a request by selecting the evidence type needed (for example, photos of damp and mould). Each request includes clear guidance for the tenant and customisable messaging.

Type of request
Choose a template or prepare a custom request.

☒ **Damp and Mould Evidence Request**
Please supply images of the damp and mould issue you reported - this will help us prepare for the appointment and resolve the issue.
Checks in this request:
+ Property photographs
The applicant will get a reminder 7 days before this request expires if they do not respond.

☐ **Prepare a custom request**
Start a blank request and add automated ID or evidence checks

Reason for request
Enter the reason for this request. This will help the applicant know what their details will be used for.

Please supply images of the damp and mould issue you reported - this will help us prepare for the appointment and resolve the issue.

Applicant details
Enter the details of the applicant.
We will use this information to send them a link to complete the request.

First name

Last name

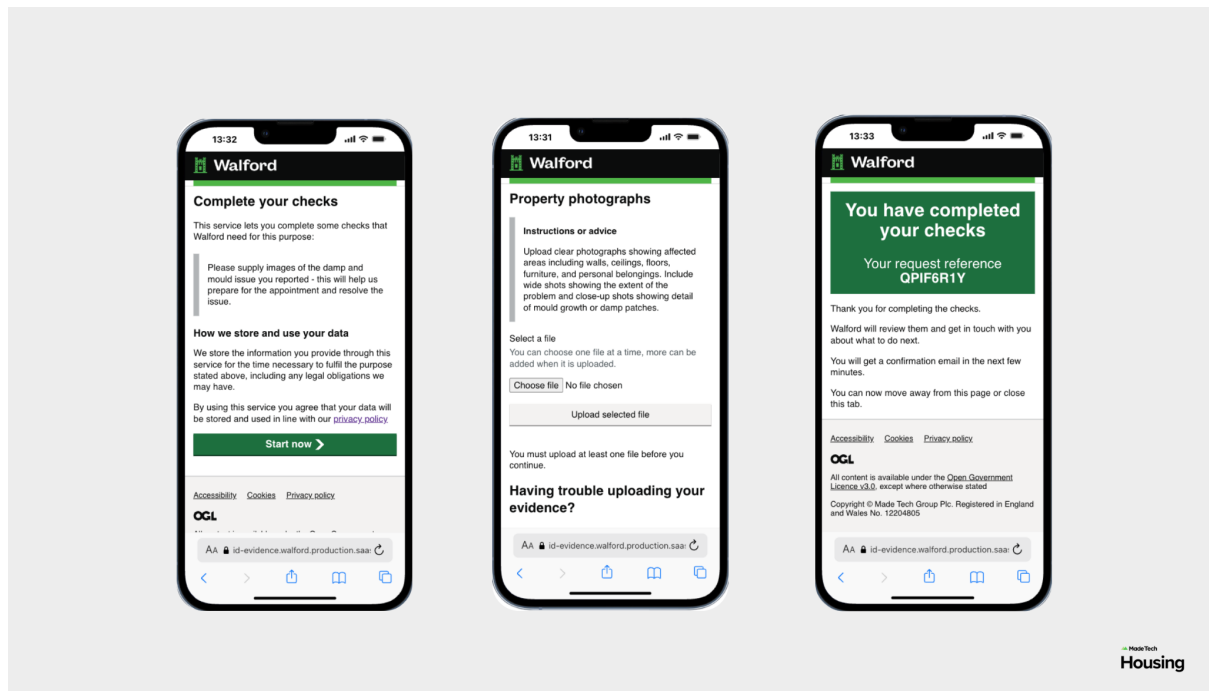
Email

External reference (optional)
For example, the applicant's ID number from your CRM system

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Tenant submission

Tenants receive a secure link via SMS or email. They can upload photos, videos or documents directly from their device without logging in. The upload flow is optimised for mobile use.



Reviewing submitted evidence

Staff are notified when evidence is ready to review and can view uploaded photos, videos or documents within the dashboard.

Request details

Applicant details

Name
test test

Email
worktest@use.startmail.com

Reason
Please supply images of the damp and mould issue you reported - this will help us prepare for the appointment and resolve the issue.

Request details

Reference
QPIF6R1Y

Requested
5 December 2025 at 13:29

Expires
19 December 2025 at 13:33

All uploaded data will be deleted after this date, and you will not be able to review the checks.

Evidence: Property photographs Ready for review

Instructions or advice given to applicant

Upload clear photographs showing affected areas including walls, ceilings, floors, furniture, and personal belongings. Include wide shots showing the extent of the problem and close-up shots showing detail of mould growth or damp patches.

Uploaded files

damp
JPG • Uploaded 5 December 2025 Open file

Mark as complete Ask for more documents

Made Tech Housing

Retention and compliance

Uploaded evidence is stored securely with configurable retention periods aligned to your policies. All activity is logged to support audit and assurance processes.

Technical overview

Made Tech Housing is hosted on Made Tech's multi tenant cloud platform deployed on trusted UK based public cloud infrastructure. No customer hosted components are required.

- Automatic deployment of updates with no customer downtime
- Redundant architecture across multiple availability zones
- 24/7 platform health monitoring
- Daily and point in time backups

- High availability and resilience by design

Security

Made Tech maintains a mature Information Security Management System aligned to ISO 27001 and Cyber Essentials Plus, with regular internal and external audits.

Security controls include:

- Encryption in transit and at rest
- Access control with least privilege principles
- Secure development practices
- Vulnerability scanning and patch management
- Full audit logs for platform activity

Onboarding

Onboarding includes:

- Kick off and implementation planning
- Alignment on success measures
- Identification of required integrations
- Business rule and configuration setup
- Branding and content alignment
- Access to test environments
- End to end testing and acceptance into live

Offboarding

If you decide to leave us, we'll collaborate with you to identify your offboarding requirements, including, but not limited to, the transfer and destruction of any Customer Data in Made Tech Housing.

Support and SLAs

Support is delivered through a combination of Early Life Support and ongoing business as usual support.

Early Life Support

- Dedicated technical support for 2 to 3 weeks after go live
- Enhanced system monitoring
- Weekly check ins

Business as Usual

- Email support for customer queries
- Incident management with defined response and resolution times

The following table provides definitions for the standard priority levels that we assign to support cases along with their associated target response and resolution time.

Priority	Definition	Target response time	Target resolution time
1 - Critical	The system is unavailable for critical business activities	30 minutes	4 hours

Priority	Definition	Target response time	Target resolution time
2 - Major	A part of the system is unavailable for critical business activities.	1 hour	3 business days
3 - Minor	A part of the system is unavailable or is not operating correctly with minimal impact to business activities.	1 business day	5 business days

Contact

To learn more about Made Tech Housing contact us at software@madetech.com